

Post No. :	POST00003202 - JET584
Post Title:	Cost of Living Support Advisor
Directorate:	Chief Executives
Division:	Corporate Delivery and Commissioning
Section:	Policy and Performance
Reports To:	Household Support and Deprivation Lead
Location:	Bickerstaffe and Family Hubs
DBS Status:	Basic check
Grade:	Grade E

Role Purpose
To assist vulnerable and socially excluded residents to access support with the cost of living and associated issues.

Main Duties and Responsibilities
<ul style="list-style-type: none"> • To contact and support residents with cost of living issues via outreach work at Family Hubs, home visits, events, by appointment, by telephone/online meetings or from referrals from other agencies. • To provide accurate advice and information support and assistance on a range of issues associated with the cost of living including: <ul style="list-style-type: none"> - Income maximisation - Managing debt and household budgeting - Digital inclusion and help to access the internet - Housing benefits - Registering vulnerable people on utility providers priority services registers - Support people facing fuel poverty issues by providing advice and resources to keep warm and energy efficiency measures - Completing informal assessments of need and distribution of vouchers and household essentials where appropriate - Provide education relating to the dangers of carbon monoxide and distribution of alarms where appropriate • To maintain casework and statistical records in accordance with agreed policies and to provide written and oral reports as and when required. • Produce management and statistical information, case studies, to evidence outcomes. • To recognise when outward/onward referrals to partners and authorities would be appropriate and to follow up on such issues. • Work in partnership with community organisations and other stakeholders to ensure that residents are aware of the support available. • Provide presentations and training sessions about support available and energy saving measures to small groups of residents where appropriate. • Develop and maintain case records and information systems.

Qualifications	Please mark which are Essential or Desirable ►	E/D
For information about qualification equivalency click here		
Level 2 (GCSE Grade A**-C or Grades 9-4) or equivalent qualification including functional skills in English and Maths		E

Knowledge, Skills and Experience	Please mark which are Essential or Desirable ►	E/D
Knowledge		
<ul style="list-style-type: none"> • Considerable knowledge of Safeguarding, Health and Safety including risk assessments and other legislative requirements. 		E
<ul style="list-style-type: none"> • Considerable knowledge of legislation and guidance associated with the cost of living, deprivation and the Household Support Fund. 		E

<ul style="list-style-type: none"> • Considerable understanding of the needs of vulnerable families, individuals, their carers and the communities in which they live. • Demonstrate an understanding of how aspects of diversity affect service users. 	E
<p>Skills</p> <ul style="list-style-type: none"> • Good communication skills, both written and verbal • Ability to develop and sustain professional relationships • Ability to make informal assessments of need • Ability to work effectively as part of a team • Ability to work in partnership with families and individuals • Good ICT skills 	D
<p>Experience</p> <ul style="list-style-type: none"> • Considerable experience in developing and maintaining effective working relationships and partnerships with other services and agencies. • Experience in working with vulnerable children and their families in an appropriate setting 	E
	D

Initiative and Independence
Working within recognised procedures, guidelines and legislation. Post holder generally has access to manager for advice on complex problems.

Relationships/Nature of contacts
Internal Family Hub staff; Children’s and Adults Social Care; Public Health.
External Members of the public; partner organisations e.g. community centres, advice organisations, helpline providers, schools, healthcare providers.

Responsibility for Resources (Financial, Physical, Capital, Information)
Financial Resources Distribution of vouchers – approx. value of £10,000 per annum divided between 3 post holders.
Physical Resources Ordering of stocks and supplies; laptop; mobile phone; carbon monoxide detectors; heaters; warm clothing for distribution.
Capital Resources N/A
Information Resources Management of case record systems.

Responsibility for People (including supervision/training of staff or clients)
Undertaking informal assessments of service user circumstances to inform support provided. Provide monthly group training and daily advice to residents.

Mental and Emotional Demands
Mental Demands Medium periods of concentrated sensory attention – undertaking informal assessments, updating records, completing referrals.

<p>Emotional Demands Working directly with vulnerable and deprived families requiring early intervention on a daily basis, who through their circumstances may place emotional demands on the post holder.</p>

<p>Planning Requirements Day to day planning of caseload, including the need to prioritise situations that require urgent or immediate attention.</p>
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<p>Additional information There may be a requirement for the post holder to undertake occasional out of hours working.</p>

<p>Key Facts and Figures Engages with approximately 40 people per week via individual contact, group discussions, telephone etc</p>
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<p>Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor)</p>					
<p>Manager Assessment of Working Conditions (percentage of time involved)</p>					
Manual Handling – Heavy Loads (over 25KG)	0%	Manual Handling – Light to Moderate (under 25KG)	0%	Vibrating plant/ tools/ equipment	0%
Noise	0%	Repetitive work activity/ operations	0%	Prolonged standing/ walking	0%
Prolonged sitting in a constrained position	0%	Confined spaces	0%	Extremes of temperature (e.g. very hot / cold)	0%
Adverse weather conditions (e.g. frost, rain, etc.)	0%	Working at Height	0%	Driving HGV/ LGV/ PCV/ Minibus	0%
Fumes, dusts, gases, etc.	0%	Solvents, oils, paints, de-greasers, etc.	0%	Pesticides, herbicides, insecticides	0%
Detergent or other cleaning chemicals	0%	Biological hazards (e.g. vomit, urine, blood, sharps)	0%	Display screen equipment	30%
<p>The job involves working with (percentage of time involved)</p>					
Plant and/or machinery	0%	Vehicles (including driving)	0%	Electricity	0%
Welding	0%	Food Handling	0%	Animals	0%
Working alone	20%	Working with vulnerable people	60%	Working with people with additional needs	10%
Working with members of the public	60%	Other (please state):			
<p>Frequency of Risks that may apply whilst working in a people related environment</p>					
Risk of Abuse	Monthly	Risk of Aggression	None	Risk of Injury	None

Vision and Values

Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2019 to 2024.

Blackpool might be the biggest and the brightest but it isn't without its challenges. We have major social and health issues to deal with, whilst needing to develop and innovate so our town meets the changing desires of modern day audiences.

We need to take advantage of other opportunities - in fields like energy generation - with the same vigour our predecessors had, when building iconic attractions such as the Winter Gardens, the Tower and Tower Buildings, the Pleasure Beach and of course the true one-off that is the Blackpool Illuminations.

This Council Plan is our response to this picture. It's our way of telling the story of our town and bringing the strands of our economy and society together so that everyone – residents, organisations and visitors – knows what we're doing, who we're doing it with and why we're doing it.

Our vision for Blackpool is that we will:

Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.

Our Priorities

We have two priorities:

- Priority one - The economy: Maximising growth and opportunity across Blackpool
- Priority two - Communities: Creating stronger communities and increasing resilience

Our Values

We aim to:

- Deliver **quality**
- Be **fair**
- Be **accountable**
- Be **compassionate**
- Be **trustworthy**

Equal Opportunities:

We do our utmost to ensure that there is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities.